

# Having Trouble

## Common Questions and Answers

### 1. Why isn't the Hauora Plan I just completed in the 'Pae Ora Plans' List?

Ensure you have selected **'My Enrolled GP/NP'** in the Tēnei Au section of the Hauora Wellness Plan. This links the plan with your practice team.

To add Enrolled GP/NP in the hauora plan:

- Open the hauora plan
- Go to the Tēnei Au section
- Select the 'Enrolled GP/NP' from the dropdown list (see step 4 in the guide)
- Click save on the Results page.



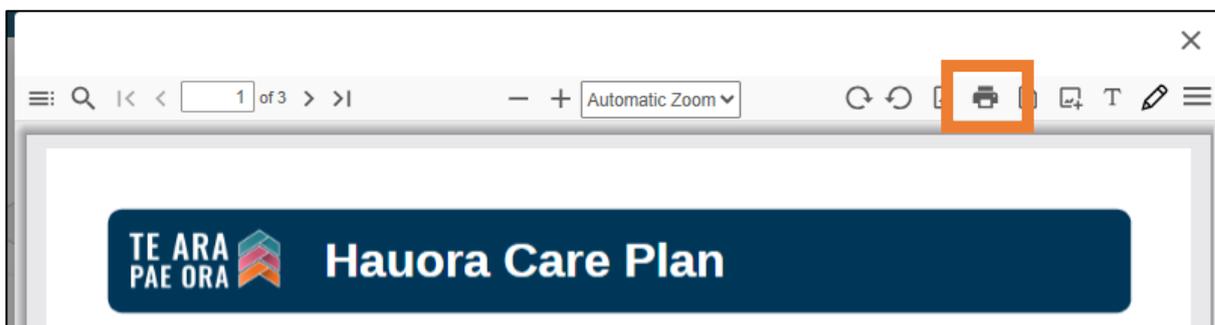
My Enrolled GP/NP

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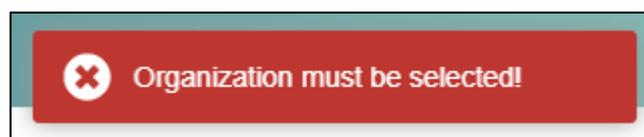
### 2. I forgot to print the Hauora Plan for my patient, How can I print it again?

You can view and print previous plans at any time from 'Plans'

- Go to the Plans Menu
- Click the Summary Report Icon (in Action Column)
- Click the Print icon



### 3. I am trying to complete my plan and getting an error that says "Organisation must be selected"



This means that a support area has been selected but no organisation has been assigned to this support area.

- Go back to the hauora section with selected support category
- Select an organisation for each support category or Click X to remove the category if no services are appropriate or available.

For support or more information, visit [www.tearapaeora.nz](http://www.tearapaeora.nz) or contact [help@tearapaeora.org.nz](mailto:help@tearapaeora.org.nz)

#### 4. I am having trouble logging in

You may not have been granted access to Te Ara Pae Ora or your account may be inactivated if you have not logged in within 60 days.

Check your Te Puna account is unlocked with your practice manager or email [help@tearapaeora.org.nz](mailto:help@tearapaeora.org.nz) for further support.

For new staff, contact [help@tearapaeora.org.nz](mailto:help@tearapaeora.org.nz) to set them up with access.

#### 5. I am getting the error message “No position found for this user”



There is an issue with your setup configuration.

You may not have been granted access to Te Ara Pae Ora **or** there is an issue with your setup configuration.

Contact [admin-tepuna@tuora.org.nz](mailto:admin-tepuna@tuora.org.nz) to resolve this issue.



For support or more information, visit [www.tearapaeora.nz](http://www.tearapaeora.nz) or contact [help@tearapaeora.org.nz](mailto:help@tearapaeora.org.nz)